



Round House Cafe Customer Feedback

Questions, Comments, Kudos & Klouts September 2016

I never win a prize. All those contests are rigged! Well, as far as never winning a prize goes, you are not alone. Like the lottery, many people enter, and many never win anything. But in reference to the contests being rigged, all we can say is, come on down when we're randomly pulling winners out of the bin and either help us do so, or at least watch. If ever there were contests on the earth that are truly "luck of the draw", they are ours in the Round House. Several years ago, one customer won six times totaling more than \$500 (including one big grand prize). They haven't won since. It's like our random drug testing – you never know when you're going to be called. Since we started having contests in the Café, nearly 1,500 different employees, guests and/or Community Members have won more than 3,000 different prizes. Sorry you haven't won, but hope this information helps you want to keep trying. Thanks for the feedback.

We were out of Diet Dr. Pepper and Coke in the bottles it seemed like forever. Yes, and we apologize for that. Coca-Cola Bottlers here in the valley changed distributors on ARAMARK, causing some supply chain issues. We scrambled to stock the cooler with product loans from other ARAMARK accounts, and by purchasing smaller bottles from local grocery stores and regular 20 oz bottles from restaurant supply houses. Coke distribution now seems to be back to normal. Thanks for your patience.

Would it be possible to present photos of the daily Café specials in a different way? Sometimes those close up shots in the emails make the food look uninviting. Thank you for the feedback. Interestingly enough, in 7 ½ years of daily emails, we've only received two comments on the food photos – yours, and another with an opposite point of view ("thanks for the appetizing photographs. They really make me want to eat in the Café," etc.) This happens a lot in our business – one customer says the soups have too much salt; another will write to tell us the soups are too bland and could we at least add some more salt to spice them up. We never seem to be able to please everybody, oft times to the extremes of opposing opinions, but we keep trying! As to the email photos, we regularly browse Google, Bing, and Yahoo images and other food recipe websites searching for the most representative photo we can find that best matches the written descriptions of the daily menu specials. We are sorry you find some of the photos unappealing and uninviting, but please know we are doing the best we can. Hope this information helps. And thanks again for the feedback.

Kudos & Klouts (Customer Concerns, Compliments and/or Suggestions) – Quarterly Focus Group Edition

Compliments

- Like Starbucks coffee and grab and go
- Chicken Tikka Masala and chicken salad, very good – several "very good"; have more often
- Homemade chips, \$1.50, excellent (but expensive)
- Sweet potato fries – very good
- Like the new menu cycle, nice variety; like the monthly special menu promos
- Medi-eats was fantastic! Taco salad bowl was great!
- Tina made my 8-year-old son his own personal pizza
- Fruit not tasting like onions! Yay!
- Like the create your own pasta bar
- Build your own waffle – keep them coming
- Pricing/cashiering has been more consistent
- Steamed broccoli at the grill is better than the mixed vegetables
- Four cheese grilled cheese today was very, very good
- Staff friendly and easy to work with; seems much friendlier lately than in the past
- Puzzle challenge was a lot fun – **love all of the contests** (received several such comments)
- China Mist teas are very good and well liked
- Menudo for breakfast was good (several comments)
- Brussel Sprouts were delicious; bangers and mash OK; maybe Brussel sprouts at the grill
- The food is really good (somebody visiting from outside the Community)
- Appreciate the RHC very much – leadership very helpful
- Chicken Salad and Tuna salad are very good
- Frybread and Pima Burgers are delicious

Concerns

- Parmesan, blue cheese, was confused with coconut – supposed to be with curry – thought coconut was cheese
- Too much seasoning in the chili
- Opposite comment from compliment above – no more chicken tikka masala!
- Salad out of bag, pre-chopped, tastes that way
- Sometimes the salad of the week has missing ingredients from the posted recipe
- Hot dogs are heart attack waiting to happen, but *gooooood*
- Pizza a little cold sometimes
- Staff argued with customer about how coffee specialty drink was made
- Pancakes were undercooked; fries sometimes taste old
- Please educate staff on a protein plate and pricing for same
- Menudo for lunch was bland and boring
- Salmon not always available at the grill, even though it says 'available daily' – how come?
- Brownies and Rice Krispie treats are back to being dry – please fix
- Cutting tomatoes in half seems tedious for whoever does the salad bar toppings
- Some crackers seem moist and/or stale (but they're pre-packaged, so this is perplexing)

- Some staff need to smile more; Cynthia always smiles
- You were out of curly fries for about a week

Suggestions

- Have leftovers at the end of breakfast turned into grab and go burritos would be a great idea *(going to try)*
- Have disposable plates for pizza instead of the boxes for those that just want a slice *(good idea. Done.)*
- Have turkey chili INSTEAD OF regular chili *(we just did this yesterday, Wed 8/24)*
- Suggest sugar-loaded bulk Jell-O; rotate sugar pudding – once per week on/off
- Coffee and/or grab and go kiosk for the new courts north of Osborn *(stay tuned)*
- Milk Shakes – whipped cream & cherry! *(might give this a fund raising try in September or October)*
- Have Milk Chocolate covered pretzels? *(stay tuned)*
- Love Vanilla pudding – add some vanilla wafers? *(stay tuned)*
- List the detailed ingredients on the soup (green peppers, yecch) *(Most soup signs show ingredients)*
- WellPath points item?
- Suggest fresh popcorn as a snack item or to help themselves *(kernels are very hard to clean up...)*
- Put a note up by the cashier stations stating “Looking for tortilla maker” or other help *(stay tuned)*
- Kale on the salad bar once in a while *(stay tuned)*
- Dollar menu – Need a McDollar Menu *(already have a children’s value menu. Not enough volume)*
- More Vegan or vegetarian entrees and more ethnic dishes

To submit your feedback...

1. You can fill out a comment card and leave it in the boxes in the Café. OR...
 2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
 3. Or...E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov
- © THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. © (Vol. 8.4 September 2016)

